WHAT IS CLAIMED IS:

1.   1.   A configurable system for communicating via multiple communication
2. channels of different media types comprising:
3. a plurality of channel drivers, each channel driver of the plurality of channel drivers
4.   for communicating with a corresponding communication channel of a plurality
5.   of communication channels, at least two of the plurality of communication
6.   channels having different media types;
7. a plurality of commands, each command being associated with a channel driver of the
8.   plurality of channel drivers;
9. instructions for providing a user interface for specifying an outbound communication
10.   channel to perform an outbound command of the plurality of commands, the
11.   user interface comprising a plurality of user interface objects, each user
12.   interface object being associated with a command;
13. instructions for determining an outbound channel driver of the plurality of outbound
14.   channel drivers to issue the outbound command to the outbound
15.   communication channel;
16. instructions for sending the outbound command to the outbound channel driver for
17.   issuing the outbound command to the outbound communication channel;
18. a database comprising:
19.   a command table comprising a plurality of command records, each command
20.   record representing a command of the plurality of commands;
21.   a channel driver table comprising a plurality of channel driver records, each
22.   channel driver record providing a location of a channel driver file
23.   name for one of the plurality of channel drivers; and
24.   a user interface object table comprising a plurality of user interface object
25.   records, each user interface object record corresponding to a command
26.   record of the plurality of command records of the command table;
27. instructions for associating a command of the plurality of commands with a user
28.   interface object of the user interface object table, wherein the activating the
29.   user interface object issues the associated command.